

Nemours Children's MyChart

FAQs

When is the Nemours app changing to Nemours Children's MyChart?

The Nemours app will change over to Nemours Children's MyChart on **May 10**.

What is Nemours Children's MyChart?

MyChart is our new secure online patient portal that allows patients to access their medical records and communicate with their health care providers. MyChart will replace the Nemours app.

Is MyChart secure?

Yes, MyChart requires a unique username and password for access and is only accessible to verified users who have gone through an authorization process.

Why are you replacing the Nemours app with MyChart?

We want to provide our families with the best tool to access medical records, allow you to communicate with our providers, and give you the resources to help keep your child healthy. Changing to MyChart will allow for more features and functionality and will provide our families with a positive experience.

Is there a fee to use MyChart?

No, there is no fee required.

How do I access MyChart?

If you are a Nemours app user who receives automatic updates on your mobile device, the app will automatically update to MyChart on May 10.

If you don't receive automatic updates on your mobile device, you will need to manually update your existing Nemours app through the iOS App Store or Google Play.

You can also go to **MyChart.nemours.org** beginning May 10 to access the patient portal in a web browser.

What do I need to use MyChart?

An iOS (16.2 or later) or Android (OS 9 or later) mobile device or a computer with an internet connection.

How is MyChart different from the Nemours app?

The look of the screens and the location of the resources will be different in some instances, but MyChart will provide you with all the tools needed to help keep your child healthy. If you already use MyChart at a different organization, you will find a familiar experience when accessing Nemours Children's MyChart. You can now link your Nemours Children's MyChart account with your other MyChart accounts and switch between the different accounts easily from the app or website.

Have questions? Please email MyChart@nemours.org.